



someplace safe
SAFETY. OPTIONS. HOPE.

Volunteer Handbook

Updated September 2018

09/06/2018



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Crime Victim Advocacy, Parenting Time Centers, and Community Thrift Stores

VOLUNTEER ACKNOWLEDGEMENT FORM

The information in this handbook serves only as a general reference to Someplace Safe policies and procedures. Most recently updated information is available under the volunteer log-in of the Someplace Safe website. This handbook also outlines general Someplace Safe volunteer expectations. Any volunteer who fails to comply with any of the provisions within this handbook shall be subject to termination of volunteer relationship at the discretion of Someplace Safe Staff.

I have received information on accessing Someplace Safe's full Personnel Policies and Procedures, and I understand that it is my responsibility to read and comply with the policies contained therein and any revisions made to them.

The Personnel Policies describe important information about Someplace Safe, and I understand that I should consult with the Executive Director regarding any questions not answered in the policies.

Since the information, policies, and benefits are necessarily subject to change, I acknowledge that revisions to the policies may occur. I understand that revised information may supersede, modify, or eliminate existing policies. Only the Board of Directors of Someplace Safe has the ability to adopt any revisions to the policies.

Furthermore, I acknowledge that this handbook does not constitute a contract between a volunteer and Someplace Safe. Volunteers (i.e. unpaid staff) have the right to terminate their volunteer relationship at any time, for any reason and Someplace Safe retains a similar right, subject to any statutory or constitutional restrictions.

Image/Media Consent:

By signing below, I hereby consent to release for possible publication my name and/or photo(s) and /or video images taken by any Someplace Safe staff or volunteers, or any media representative for news and/or publicity purposes. This may include television, newspaper, magazine articles, social media sites, World Wide Web, and/or Someplace Safe publications.

_____ Initial here if you DO NOT consent to use of your image for these purposes.

Volunteer Signature: _____

Date: _____

Volunteer Print Name: _____



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OUR MISSION

Someplace Safe works to create safer communities in West Central Minnesota by providing high quality crime victim services.

OUR VISION

Safer Families, Safer Communities

CORE VALUES

Respect | Collaboration | Integrity | Dedication | Strategic Innovation

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SAFETY

Someplace Safe provides emergency services and support for victims of violence, and their families. We collaborate with systems professionals to create safe, healthy communities.

OPTIONS

Someplace Safe offers information and resources to individuals utilizing our services. We create opportunities for volunteers, donors and supporters to get involved.

HOPE

Someplace Safe empowers survivors to live a violence free life. We inspire social change through advocacy, education and awareness.

VOLUNTEER REQUIREMENTS

Individuals volunteering for Someplace Safe in any capacity **must** complete the following requirements:

1. Complete and Turn in Volunteer Application
2. Pass Criminal Background Check
3. Attend Volunteer Orientation
 - This provide a chance to ask questions, gives a brief overview of our organization, and highlights some of the volunteer opportunities available.
 - Volunteers may begin work prior to completing the volunteer orientation.
4. Complete Training as appropriate
 - Requirements may vary based on type of volunteer work being completed.
 - Speak with supervising staff or contact agency Program Directors with questions.

HISTORY AND OVERVIEW

Someplace Safe was incorporated in 1979, as a 501(c)3 nonprofit corporation dedicated to serving victims and survivors of crime. Headquartered in Fergus Falls, Minnesota, Someplace Safe directly serves a nine-county rural area in West Central Minnesota. Someplace Safe provides free and confidential advocacy services for victims and survivors of crime, their families, and our communities.

Domestic Violence

Domestic violence is a pattern of behavior used to gain or maintain power and control over an intimate partner or family member. Domestic violence can include: physical, sexual, emotional, psychological, and economic abuse. It can happen to anyone, regardless of gender, ethnicity, age, education, religion, disability, status, or sexual orientation.

Sexual Violence

Sexual violence refers to sexual activity where consent is not obtained or freely given. It occurs any time a person is forced, coerced or manipulated into any unwanted sexual activity. Sexual violence can include: obscene phone calls, exposing, sexual abuse of children, incest, sexual harassment, sexual exploitation, internet exploitation, rape, and other crimes.

Human Trafficking

Human trafficking is defined as the recruitment, transportation transfer, harboring, or receipt of persons by improper means (such as force, abduction, fraud, or coercion) for an improper purpose, including sex or labor trafficking.

Stalking

Stalking is defined as a pattern of unwanted attention, harassment, contact, or any other course of conduct directed at a specific person that would cause a reasonable person to feel fear.

Other Crimes

Someplace Safe provides services to victims/survivors of ANY crimes including, but not limited to: arson, assault, burglary, elder abuse/neglect, fraud, harassment, trafficking, hate crimes, identity theft, kidnapping, property crime, robbery, stalking, theft, terroristic threats, and vehicular homicide or injury.

OUR PROGRAMS

Community Advocacy Offices

Someplace Safe operates Community Advocacy offices and programs in ten communities to best assist victims and survivors of crime locally.

Parenting Time Centers

Parenting Time Centers (PTC) offer confidential, safe, and neutral locations for supervised parenting time and parent-child exchanges. Services also include contact exchanges, visitation scheduling, as well as Skype visits and supervised phone calls. A sliding fee scale applies for PTC services.

Someplace Safe Thrift Stores

The Someplace Safe Thrift Stores offers upscale environments with a welcoming atmosphere and fun place to shop. The stores also utilize a voucher system to help provide individuals access to needed

items. On the job training is provided through partnerships with area agencies and organizations. All profits go to support Someplace Safe programming and services.

SOMEPLACE SAFE SERVICES

24-Hour Crisis Hotline

800-974-3359 (voice/TDD) 24-hour crisis line. All calls are confidential.

Support and Empowerment Groups

Vary in each location.

Short Term Emergency Placement Services - S.T.E.P.S.

Provides a safe place to stay while sorting through the personal and familial complexities caused by violence.

Civil Legal Advocacy

Assistance with protective order forms and conciliation forms.

Criminal Justice Advocacy Intervention

Assistance for victims whose abuser has been arrested; court tracking.

Visitations and Exchanges

Safe, neutral locations for families to visit and exchange children. Other services include: contact exchanges, visitation scheduling, supervised phone calls and Skype visits. A sliding fee scale applies.

Internship and Volunteer Opportunities

Positions are available to assist in providing advocacy and gain work experience in the process. Training is provided.

School, Community and Professional Training

Trained speakers are available to provide education and training on various issues relating to domestic and sexual violence, bullying, healthy relationships, workplace safety, and a variety of other topics.

Our work includes: providing direct support for those affected by violence; facilitating opportunities for healthy parent-child relationships and interactions; assisting with legal and other resources; providing referrals and information; and supporting community-wide awareness and engagement in creating safe, healthy communities.

MANDATED REPORTING POLICY AND PROCEDURE

Paid and unpaid Staff of Someplace Safe are mandated reporters for suspected incidents of abuse to children or vulnerable adults. Reports must be made to social services or law enforcement if staff has reason to believe, or knows for certain, that a child or vulnerable adult is currently being financially exploited, neglected, maltreated, and/or abused or has been within the past three years.

Reports must be made regardless of how the information is received, i.e. written, electronically, phone contact, walk-in or other means. If you believe a child or vulnerable adult is in immediate danger call law enforcement immediately.

Physical Abuse: Must be reported when an injury appears to be: 1) Non-accidental, 2) Caused by hazardous conditions uncorrected by a caregiver, 3) due to inadequate supervision. Physical abuse must also be reported when: 1) There is likelihood that a child will imminently suffer physical injury, 2) A child reports to you that she/he has been physically injured, 3) A parent, caregiver, sibling, or individual functioning within the family unit reports an injury.

Sexual Abuse: Must be reported when there is a reason to believe any of the following: 1) Criminal sexual conduct has been perpetrated by a parent, guardian, care giver, or sibling, person in a position of authority, a person responsible for the child's care, anyone with a significant relationship to the child, 2) A minor is engaged in prostitution or is a subject of pornographic materials, 3) A child, parent, caregiver, sibling, individual functioning within the family unit, or other report sexual abuse.

Neglect: Must be reported when: 1) Necessary food, clothing, shelter, supervision, or medical care has not been provided to a child, when it was reasonable to do so, 2) Medical care is withheld from a disabled infant with a life threatening condition, 3) When there is a failure to protect a child from conditions or actions which imminently and seriously endanger the, 4) When a fetus is exposed to a controlled substance used by a mother for non-medical purposes.

Emotional Maltreatment: Must be reported when there is a constant, deliberate infliction of mental harm on a child by a caretaker that has an observable, sustained, and adverse effect on the child's physical, mental, or emotional development. This does not include "reasonable" training or discipline or the exercise of authority.

Law Enforcement must be notified if physical or sexual abuse occurred outside the family or a licensed facility, or when a child is abandoned or is in immediate danger. Child/Adult Protection reports are made to the county where the abuse, maltreatment or neglect occurred. Verbal reports must be made to the local Child/Adult Protection agency within 24-hours of learning of a reportable incident. A written report must be filed within 72 hours. Any questions or concerns talk to your Supervisor. Supervisors must be notified if a report is made. When in doubt, report. If a mandated reporter fails to report, they personal can be criminally charged and prosecuted. The mandated may be disqualified from having professional contact with vulnerable people in the course of their work. [Refer to Someplace Safe Personnel Policies; Section PP]

VOLUNTER AND INTERNSHIP CODE OF ETHICS

As a volunteer/intern with Someplace Safe, I realize that I am subject to a code of ethics similar to that which binds the professionals in the field in which I am working.

As a volunteer/intern I will:

1. Keep confidential matters confidential (per the signed Confidentiality Agreement). Agree that no information about persons receiving services of any kind will be used as gossip, rumor or in general conversation. Unauthorized release of information may endanger lives.
2. Interpret “volunteer” to mean that I have agreed to work without monetary compensation, and “internship” to mean that I will earn only course credits or other predetermined credit without monetary compensation. However, having been accepted as a worker, I am expected to do my work and perform duties asked of me according to organization standards, as the paid staff is expected to do, while meeting periodically with my supervisor to ask questions or receive training as needed.
3. Understand that Someplace Safe does not discriminate against persons on the basis of race, color, religion, national origin, place of residence, political affiliation, disability, marital status, status with regard to public assistance, gender, sexual orientation, or age in all aspects of its personnel policies, programs, practices, or operations.
4. Conduct myself in a professional manner while working within and representing the Someplace Safe organization.
5. Understand that I could be terminated as a volunteer or intern if any policies or procedures are violated, and that I will be notified in person or in writing by the direct supervisor or other appropriate person.
6. Understand that in the event of termination of relationship that I may file a grievance in writing to the Executive Director of Someplace Safe. This grievance shall include the grievance, the proposed solution, and other pertinent information.
7. At all times, respect the clients served by Someplace Safe and respond courteously and attentively to them and their support systems.
8. As a mandated reporter for child abuse and vulnerable adults, make reports as appropriate. [Refer to Someplace Safe Personnel Policies; Section PP and Procedures Mandated Reporting]
9. Understand that I cannot inflict my own personal views on clients or give advice that is out of my area of expertise or training.



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BENEFITS OF VOLUNTEERING

Whether you find it important to solve a community problem, advance a worthy cause, or to develop as a person, volunteering offers many benefits in appreciation for the gift of your time and expertise.

Volunteering can help you:

- Make important networking contacts
- Learn or develop skills
- Teach your skills to others
- Enhance your résumé
- Gain work experience
- Build self-esteem and self-confidence
- Improve your health
- Meet new people
- Feel needed and valued
- Express gratitude for help you may have received in the past from an organization
- Communicate to others that you are ambitious, enthusiastic and care about the community
- Make a difference in someone's life
- Improves the likelihood that children will volunteer as an adult
- To get to know and be part of your community
- Feel motivation and sense of accomplishment
- to become familiar with a new workspace
- to be challenged
- to be a watchdog
- to feel proud
- to explore a career
- as therapy
- to do something different from their job and keep busy
- for freedom of schedule
- for escape
- for fun!
- for religious reasons
- to earn academic credit
- to keep skills up-to-date
- because an agency is geographically close
- to have an outlet to do what they love
- to be able to deconstruct and criticize detrimental societal systems
- to assure progress
- to feel good
- to be part of a team
- to broaden their understanding of their world
- because they were asked
- to test themselves
- to be an agent of change
- because of personal experience with the problem, illness, or cause
- to stand up and be counted

Some People Volunteer...

- to demonstrate commitment to a cause/belief
- to gain leadership skills
- to do their civic duty
- to have an impact
- to learn something new
- to help a friend or relative



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Administrative Office
 PO Box 815
 Fergus Falls, MN 56538
 Phone: 218-739-3486
 Fax: 218-739-9305
 info@someplacesafe.info

Someplace Safe Thrift Stores	
ALEXANDRIA LOCATION 690 Voyager Drive #106 Alexandria MN 56308 320-763-4677	MORRIS LOCATION 708 Atlantic Ave Morris MN 56267 320-585-6614

Community Advocacy Office Locations	
Big Stone Office Ortonville, MN 320-839-2331	Douglas Office Alexandria, MN 320-762-1995
Grant Office Elbow Lake, MN 218-685-4203	Otter Tail Office Fergus Falls, MN 218-739-2853
Otter Tail Office Perham, MN 218-346-7276	Pope Office Glenwood, MN 320-634-3483
Stevens Office Morris, MN 320-589-3208	Traverse Office Wheaton, MN 320-563-4121
Wadena Office Wadena, MN 218-631-3311	Wilkin Office Breckenridge, MN 218-643-3109

Parenting Time Centers (PTC)		
Big Stone PTC Ortonville, MN 320-305-1400	Stevens PTC Morris, MN 320-321-5149	Pope PTC Glenwood, MN 320-424-2301
Otter Tail PTCs		
Fergus Falls, MN 218-739-3132 Fax: 218-739-5791	Perham, MN 218-298-1501	



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AGENCY CONFIDENTIALITY AGREEMENT

Someplace Safe upholds a policy of strict confidentiality to protect past and present clients, crisis callers, staff and volunteers. Information learned here, stays here, and any information allowed to circulate outside of the agency can put people in danger. It is often the promise of confidentiality that determines whether a person will seek our help and then continue to work with us.

To insure this, we ask that everything you hear and see, stay within our programs, and be forgotten each time you leave. It is often tempting to talk about events that happen here to curious friends or relatives you trust, and leaving out names may make the action seem harmless. Even in this form, you are infringing on that person's right to complete confidentiality. Conversations held in public places may include facts recognizable to the stranger next to you. This is not okay. You then put yourself in danger as well.

It is also necessary that you not talk between yourselves as staff or volunteers outside of our programs about residents, ex-residents, walk-in's, crisis callers, parents and children using the Parenting Time Centers, voucher recipients, or any other client. We ask that you remember this agreement and refer back for questions.

As a staff/intern/volunteer for a program of Someplace Safe, I understand the importance of, and agree to abide by the above policy of strict confidentiality. I also agree to the following:

- 1. Names and/or facts, which could identify people receiving services, are not to be divulged. This includes all people who have used any of our services, past or present.**
- 2. If the need arises to share information about a person receiving services, a written *Release of Information* form must be signed by the individual. Then, only information authorized and pertinent to the situation may be disclosed.**
- 3. All individuals who have access to private or confidential data on individuals shall keep this information confidential as outlined in the Minnesota Data Practices Act. Minn. Stat. 13.01-13.43 subd.7.**
- 4. When I terminate my relationship with Someplace Safe, I will continue to keep confidential the information learned about individuals utilizing services.**
- 5. When I terminate my relationship with Someplace Safe, I will continue to keep confidential the information of Someplace Safe's donors and supporters per the agency Donor Policies.**
- 6. I understand that if I violate these confidentiality policies, this may lead to my dismissal as a Someplace Safe staff/intern/volunteer.**

Signature

Date



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Volunteer Application

Name: _____ Date: _____

Phone: (_____) _____ Email: _____

Address: _____

Emergency Contact: _____

Is your volunteer time Required? _____ Temporary? _____ Seasonal? _____

Areas of Interest for Volunteering:

- Office Support/Cleaning
- Special Event/Fundraising
- Collecting/Sorting Donated Items
- Court Case Tracking
- Client Services
- Answering Crisis Line
- Internship
- Other _____

Indicate Location(s) of Interest:

- Advocacy _____
- Parenting Time Center _____
- Thrift Store _____

Hours available to Volunteer

Mornings: _____ Afternoons: _____ Evenings: _____ Weekends: _____

Are you currently employed? Yes _____ No _____ Work from home _____

Special Skills, Trainings: _____

Interests and hobbies: _____

Other Volunteer Experience: _____

Add me to Someplace Safe online and newsletter list? Yes, please: _____ No, thank you: _____

STAFF USE ONLY:

_____ Background Check Submitted	_____ Background Check Cleared	_____ Attended Volunteer Orientation
_____ Volunteer Acknowledgement Form	_____ 40 Hour PTC Training Completed	
_____ VAT Online Completed	_____ 80 Hour Advocacy Training Completed	